

THE SCHOOL DISTRICT  
OF  
OSCEOLA COUNTY, FLORIDA



STUDENT RECORDS HANDBOOK

Records Management Department  
Guidance Services

*Revised December 5, 2016*

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# Student Records Handbook

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## Creating Cumulative Folders

This folder will contain the student's education records and will follow the student from school to school until graduation or withdrawal from the district. These records are for the educational benefit of the student and are maintained according to the Federal Educational Rights and Privacy Act (FERPA), Florida Statutes, State Board rules, and our district board rules and policies.

Guidelines:

- Each student should have one record only. That means one cumulative folder, and one student identification number.
- Upon registration, search for the student's name in FOCUS to see if the student has previously been enrolled in our district. If so, check the enrollment screen and request the cumulative folder from the last school attended, after the student is enrolled at your school. If a charter school requests a cumulative folder for a former student, send copies of records only. The original cumulative folder should remain at the district school. If a parent has indicated that the student has been enrolled in exceptional education (ESE) or ESOL classes, make sure that you request those records be included. If it has been five or more years since the student last attended, you may need to request the cumulative folder/records from the Records Department. Records may be requested, using student name and ID number, via the district e-mail system.
- Remember that you can request a student's Social Security number, but you **cannot** require it.
- If the student is new to our district, you will need to create a cumulative folder. New cumulative folders can be ordered by contacting High School Curriculum.
- You will also need to request records from the student's previous school, unless they are an Osceola County student entering school for the first time (PK or Kindergarten).
- If you receive records from the previous school via fax, when you receive the originals through the mail, you should shred the faxed records to avoid filling the cumulative folder with duplicates.

When you create a new cumulative folder, write legibly and fill in all necessary information. The student's name should be entered as it appears on the birth certificate. (See School Board Rule 5.72 on page 18) Make sure the name is spelled correctly. Some schools type the information and others use labels – both of these are acceptable.

The important thing is to have accurate information, especially the name and student ID number, on the front of the folder.

Following is a list of items that belong in the cumulative folder and the order in which they should appear:

### CUMULATIVE FOLDER GUIDE

#### Order of Documents

- Records Access/Disclosure Log/Requests for Records (ex: SSI requests, out-of-state, private, or other district schools, subpoenas, etc.)
- Report Cards/Transcripts (Grades 9-12 - Place signed transcript in cumulative folder when student graduates or withdraws from the county)
- Test Scores - if filed there (FCAT, GRADE, DIBELS, and any other standardized tests)
- Progress Monitoring Plans
- Registration Forms & Information (Including Proof of Residency)
- Birth Certificate
- Social Security Card Copy (if found in cumulative folder)
- Legal Documents regarding Custody, Guardianship, Name Change, etc.
- Withdrawal Forms
- Correspondence regarding Administrative Placement, Retention, etc. (3<sup>rd</sup> grade good cause exemption summary page)
- Red/Orange ESOL Folder
- Green ESE Folder
- Purple Speech Folder
- Blue Transition Folder
- Yellow 504 Folder
- Gray Gifted
- Black Legal
- RtI Folder (Manila with Purple Label)
- Photo Card (front or back, if used)

Student cumulative health records are stored in the locked health room at the school. These folders are only accessible by the health care staff and the principal or designee. They are boxed and transferred as students move from elementary to middle and from middle to high school. When a student withdraws, the health folder should be filed in the cumulative folder.

Professional treatment records are stored separately from the cumulative health records in the health room. These records are never placed in the cumulative folder. The health care staff is responsible for maintenance and storage of these records.

Discipline records are filed in the school office of the dean or assistant principal. Discipline records are not to be stored in the cumulative folder. If a student is expelled, the final letter of expulsion is the only document to be placed in the cumulative folder. Below is a sample of items that don't belong in the cumulative folder:

Items That Don't Belong in the Cumulative Folder

- Teacher-made Tests
- Writing Samples
- Art Work
- Ribbons & Awards
- E-mails
- Arrest Information (student or parent)
- Copies of Parent's Social Security Card
- Test Booklets
  - Practice Tests ex: FCAT, SAT, PSAT, etc.
  - KBIT & WRAT or other achievement screeners – copy face sheet for cumulative folder, send test to Student Services
- Discipline Records
- Health Records (except at withdrawal)

Storing and Filing Cumulative Folders

- Student records should be stored in locked filing cabinets or in locked rooms with limited, controlled access. This room should never be left open, or unlocked, and unattended.
- Active cumulative folders should be filed alphabetically by grade, or in one alphabetical collection for the entire school.
- Some schools file the ESE folder with the cumulative folder; others file them separately for convenience of ESE staff. However they are stored, they must also be in either locked file cabinets or a locked room.
- Best practice is to have individuals sign for cumulative folders if they are removing them from the records storage room. Student records should be locked away in a file cabinet or locked room until returned to the records storage room.
- Inactive cumulative folders (including ESE files and health folders) for graduates or withdrawn students should be filed alphabetically, all grades together by school year.

Example:           FILE CABINET DRAWER(S)  
                          A – Z Inactive Files  
                          7/1/2015 – 6/30/2016  
                          or  
                          2015 - 2016

When filing, make sure that each document you place into a student's cumulative folder actually belongs to that student. Sometimes papers for several students are clipped together and end up filed together. Always check each page for a student name. Also, we have many students with the same first and last name, many times in the same grade at the same school. Be especially careful to check student ID number and/or date of birth to make sure that each cumulative folder contains the correct records.

Filing should be done in a timely manner to ensure that cumulative folders are complete and up to date. Before records are boxed for transfer from elementary to middle and from middle to high schools, make sure that all records have been filed in the correct cumulative folders.

A good policy is to file early and file often.

### **Confidentiality and Student Records Access**

Student records are confidential and exempt from public disclosure requirements found in Florida Statute 119. Access to cumulative folders is restricted to only those individuals and circumstances designated by law.

**THE FOLLOWING SCHOOL DISTRICT PERSONNEL, WITH A LEGITIMATE EDUCATIONAL INTEREST, MAY ACCESS STUDENT EDUCATION RECORDS WITHOUT THE CONSENT OF THE STUDENT/PARENT:**

**SUPERINTENDENT  
DEPUTY SUPERINTENDENTS  
ASSISTANT SUPERINTENDENTS  
PRINCIPALS  
ASSISTANT PRINCIPALS  
DEANS  
GUIDANCE COUNSELORS  
ESE STAFF  
ESOL STAFF  
TEACHERS  
GUIDANCE OFFICE STAFF  
RECORDS DEPARTMENT STAFF  
STUDENT SERVICES STAFF**

**OTHER SCHOOL OFFICIALS WHO HAVE A LEGITIMATE EDUCATIONAL INTEREST IN THE INFORMATION CONTAINED IN THE RECORDS  
(1002.22 Florida Statutes and Family Educational Rights and Privacy Act)**

Keep in mind that only those district personnel who have a legitimate educational interest in the student's records may have access. Know your school's policy regarding removing cumulative folders or records from the records storage room, and whether there is a sign out/in log.

At no time are students, including student assistants, or volunteers working in the school office, allowed access to any student records other than their own.

An access/disclosure log must be included with each cumulative folder. (See sample FC-600-2333 on page 19) Newer folders have the log printed on the inside. This log documents those who have accessed the student file. Record requests from schools or agencies outside the district should also be placed in the student's cumulative folder for permanent retention.

Remember that the student information in FOCUS is governed by the same confidentiality laws as the paper records. Access is password protected and the screen should be locked when not attended.

Documents containing student information should never be thrown in a trash can or recycle bin. Those documents must be shredded at the school or department, or boxed and sent to the Records Department for secure destruction.

### **Student/Parent Rights**

The rights of students and their parents regarding the education records created, maintained, and used by the district are protected in accordance with the Family Education Rights and Privacy Act (FERPA). Those rights are published annually and include:

- Right to access, including the right to inspect and review
  - \* Records must be reviewed by staff prior to allowing student/parent access
  - \* Must provide access within no more than 30 days
  - \* Parents are responsible for notifying the school if there is a change in parent status, which may affect access to physical records or electronic access through the parent portal
- Right to waive their access in certain circumstances
- Right to challenge the content in order to ensure that the records are not inaccurate, misleading, or otherwise a violation of privacy or other rights; and to a hearing

- \* An informal meeting can be held at parent or student request
  - \* Student or parent can request a hearing if not in agreement with the outcome of the meeting
  - \* If a hearing is held and the student or parent do not agree with the final decision, they may place a statement in the record commenting on the information and the reason for disagreeing with the decision of the hearing officer
  - \* The statement must be retained as long as the disputed records, and disclosed along with those records
  - \* Changes may be made to records of students who are currently attending a district school; examples include name change due to legal adoption, or grade change
  - \* No changes are made to historical records, which means that after a student graduates or withdraws from the district, no changes are made to any records maintained by the district for the student
- Right to privacy
    - \* Student education records are confidential and exempt from disclosure except as allowed by law
    - \* Student education records are not open for public inspection or release
    - \* Only school officials with a legitimate educational interest in the student may access a student's records
    - \* There may be emergency or health situations that require release of a student's education records, but that should be determined by the school administrator

Know what records are considered personally identifiable information and remember that they fall under the privacy rights of students/parents. This includes information such as a student's ID or Social Security number, parent's or other family member's names, and a list of characteristics or other information that would make the student easily identifiable. Release of records requires a written authorization from the parent/student, except to those individuals or agencies designated by law.

Divorced parents are entitled to these rights regarding student education records, even if they do not have custody of their child, unless there is a court order or other legal document denying them access to their child's records. The custodial parent must provide such documentation. Parents who live out of state cannot be denied access, so they may request copies of records such as report cards or individual education plans. As long as identity is verified by photo ID, and there is no legal reason to deny access, the records can be sent to the requesting parent.



When a student turns eighteen (18) years old or is attending a postsecondary educational institution, the rights regarding student education records transfer to the student. Parents of high school students that are still enrolled, may have access to their child's records even if the student has turned eighteen.

Once the rights transfer to the former student, a parent can only access their adult child's records with permission of the child unless the adult child is still a dependent, as defined in the Internal Revenue Code and as shown on the parent's federal income tax return. This usually applies to college students. However, a student of any age may request to view his/her cumulative folder.

### **Request to Review or Release Records by Student/Parent**

When a student/parent requests to inspect or review a cumulative folder, or receive copies of records, they must put their request in writing and verify their identity with current photo ID. You can use the Transcript/Student Records Request form for these requests. (See FC-850-2528 on page 20; Copy Fees Guidelines print on the back of the form) A passport is an acceptable form of ID. You can make a black and white copy of the passport, or just note on the request that the requestor's identity was verified with a passport. Color copies of driver's licenses are illegal, as are color copies of passports. If you are provided with a color copy, make a black and white copy and shred the color copy.

If the requestor is an adult, confirm the relationship to the student by checking the birth certificate in the cumulative folder and/or the FOCUS address tab under demographics. There may also be other documentation in the student's record assigning guardianship or rights regarding the child. Remember that divorced parents may still have access to their child's records, even if they don't have custody, unless there is a court document denying those rights.

Here are the guidelines for records review:

- Offer to set up an appointment for the student/parent to view records at a convenient time during normal business hours. You are not required to give them immediate access to the records, but must grant their request within a reasonable period, and no more than 30 days after receipt of request.
- You must review the cumulative folder before allowing a student/parent to view the records. (Check to make sure that all current records are filed, including latest report card.)
- Remove any documents that were filed incorrectly and don't belong to that student.

- Redact information regarding other students from records in the file. (To redact, you must make a copy of the record, white or black out any information regarding other students, then copy again.)
- Sit with the individual the entire time they are viewing the records.
- They are not allowed to remove, add to, or mark the records.
- Attach a sticky note to any pages the student/parent wants copied.
- Have the student/parent wait outside the office or in the lobby while you make copies, then replace the records in the cumulative folder in proper order. If they request a large number of copies, you can ask them to return and pick up the records when you have had time to copy them. This should be done promptly.
- There is no charge for copies of only a few pages; if they want a copy of the entire file, advise them that there may be a charge, give them an estimate, and let them know when the records will be ready. You may request payment before making copies if the request is for a large amount of records. Fees are 15¢ for single sided pages, 20¢ for double sided pages, and \$1.00 per page for certified copies. (See Copy Fees Guidelines on page 21)
- Do not remove or destroy any records in the student's cumulative folder for 30 days after receipt of the request or the date records were reviewed or provided to the student/parent, whichever is later.

### **Directory Information**

Directory information may be released without consent of the student/parent. Notice is provided each year of the student information that falls under the category of directory information. This information can include: name; address; listed telephone number; date and place of birth; participation in officially recognized (school sponsored) activities and sports; weight and height of athletic team members; dates of attendance; degrees and awards received; major field of study; and most recent previous educational institution attended.

The Every Student Succeeds Act replaces the No Child Left Behind Act, and requires that we provide students' directory information to military recruiters and institutions of higher learning upon request. These requests must be on letterhead and state exactly what information is being requested. These requests are directed to the Information Services Department.

Parents/students can opt out of having directory information published, or given to the military, or both by completing and returning the bottom portion of the Public Notice Regarding Student Records form (FC-600-1732) or providing a letter stating such to the school principal. This request must be submitted each school year and expires at the end

of the school year except for graduates who have opted out during their senior year. (See the Public Notice Regarding Student Records form on page 22)

In general, no student lists are released.

### **Transfer of Student Records within the District**

When a student transfers from one school to another within the district, the student's entire cumulative folder will be sent to the new school upon request. This includes the health information folder and any ESE or ESOL records. An immediate request for the records should be issued upon the student's enrollment/transfer. When a cumulative folder is requested from your school, first check the enrollment screen to make sure the student has been entered at the requesting school. It is essential to respond in a timely manner. Every attempt should be made to ensure that each student has only one record. Do not create a second (duplicate) cumulative folder unless all efforts to locate the student's original record have been exhausted. Duplicate records create the potential for lost information. A student's records must be at the school he/she is currently attending to make certain that proper educational services are being provided.

Remember that Bellalago is the only charter school to which we send original cumulative folders. All other charters receive only copies of records upon request.

Requests for student records can be sent via the district e-mail system. The student's full name and ID number should be included in the request. Student records can be sent from school to school through the courier system. On occasion, a staff member may pick up a cumulative folder and deliver it to a school during the same work day. Student education records should never be left in a car, whether in the trunk or on the seat, or at a staff member's home, due to risk of loss or disclosure of confidential information.

Cumulative folders are to be transferred between schools for students who are rolled over (elementary to middle and middle to high school). These are to be boxed and transferred at a time designated by Guidance Services. All filing should be completed before transfer. Parent copies of grade reports that were never picked up can be shredded as long as the original is in the cumulative folder and can be copied at parent request. Standardized test results are posted in FOCUS, so with your administrator's approval, the tests can be boxed and indexed for storage instead of filed in the individual student cumulative folders. They should be filed alphabetically for each different test, and should be filed together by school year. When you index the box, these are considered Category B student education records and have a three school year retention. On the inventory slip, fill in the Book Type as GS7, the Item Number is 91, your description should include the type of test or tests included in the box, and the school year is the year the

test was administered. You can box different tests in the same box as long as they are for the same school year, and you list them on the inventory slip under Description.

Cumulative health records are boxed separately and transferred at the same time.

If a parent withdraws a student over the summer *before the next school year starts* and the cumulative folder has already been transferred, *the cumulative folder should be sent back to the last school attended*. The FOCUS enrollment screen will show the withdrawal date and code at the last school attended.

If a sixth or ninth grade student (E01) is a no-show *on the first day of school* at their middle or high school, the FOCUS enrollment screen will show them as a DNE, so *the cumulative folder remains at that school*. A DNE is changed to a W22 withdrawal code when notice is sent out from Student Services. After that, if a request for records is received indicating that the student is currently attending school outside the district, the withdrawal code can then be changed based on where the student is enrolled. *The cumulative folder remains at that school* and is filed with that year's withdrawals. Also, if a parent withdraws the student *on or after the first day of the new school year*, *the cumulative folder remains at the new school* and will be filed with that year's withdrawn student folders.

In some instances a parent enrolls a student, who has never attended in this district, over the summer and then withdraws them prior to the start of school. When that happens, place that student's records with your withdrawals for that year. These are classified as unregistered student records and you should be retained for three school years. If, when you are boxing your withdrawals you find that this individual never returned to our district, you can contact one of the Data Quality Analysts in the Information Services Department to remove the student from FOCUS. After you have received notice that the FOCUS record has been deleted, you can then shred the documents you have for that student.

### **Release of Student Records to Schools, Colleges, or Agencies Outside the District**

Except as allowed by law, release of student education records requires a written release from the student/parent.

When a student withdraws during the year, the original cumulative folder is retained and filed with withdrawals for that school year. The health folder should be filed with the cumulative folder at this time. Requests for student education records from schools outside our district, including private and charter schools, should be in writing. If a request is made by phone, advise the individual calling to fax or mail a request on their

school letterhead. According to FERPA, a parent/student signature is not needed when the request is from a school in which a former student intends to enroll. Copies of the records can be mailed directly to the school. **Never send original records out of the district.** Bellalago Charter Academy is the only exception to this rule; original cumulative folders are sent to them.

Records may not be withheld due to non-return of textbooks, overdue library books, or any other fees owed because this violates the parent/student right to access. Requests should be complied with in a reasonable time but never more than 30 days after receipt of the request.

Upon request, copies of the following records are sent to the student's new school:

- Completed withdrawal form
- Transcript or report cards, including letters regarding retention or administrative placement
- Test information
- Progress Monitoring Plan
- Legal documents including those regarding custody, guardianship, name change, etc.
- Birth certificate
- Immunizations
- Physical
- Discipline resulting in suspension or expulsion
- If applicable:
  - 504 plan
  - ESOL placement (summary pages at the front of the folder)
  - Response to Intervention
  - ESE information
    - Psychological/Psychoeducational report
    - Eligibility and placement paperwork
    - Latest IEP
    - Dismissal paperwork

Colleges usually request a transcript only. If the request is on college letterhead or their transcript request form, a student signature is not needed. Again, the transcript can be mailed directly to the college. An official transcript can be provided at the school of graduation for recent graduates. If colleges require a copy of immunizations (blue 680 card), that copy must be made from the actual cumulative folder health file. Recent graduates (within the past four years) will need to obtain a copy of their immunizations from the school from which they graduated.

Companies requesting graduation verification must fax or mail a release signed by the individual, not an electronic signature, before information can be released.

If former graduates need to order a replacement diploma, refer them to the Records Management Department.

If requests for student information are made by phone, you must first verify the identity of the caller. Legitimate callers will furnish information so that you can return their call, confirming that they work for an agency to which we can legally provide information. They should also be able to provide you with a signed release from the parent, unless the circumstances prohibit parental involvement. You may need to check with Student Services if you are unfamiliar with the agency or unsure about releasing records.

### **Subpoenas/Court Orders**

When you receive a subpoena or court order, you must provide the requested records. Subpoenas for current students should be sent to the school where the student is enrolled, or to the school that still has possession of the student's cumulative folder. Subpoenas for students whose records are stored at the Records Center should be sent to the Records Management Department.

If the subpoena requests any and all records, you must provide a copy of all documents in the student's file, including any notes or other documents found there. Read the wording of the subpoena carefully. Some are now requesting electronic records and all information stored in any devices or systems. Remember to redact any information regarding other students. It is illegal to remove documents from a student's folder once a subpoena has been received, and for 30 days after records are provided to the attorney.

FERPA requires that we attempt to notify the student/parent of the receipt of the subpoena and of our intention to comply. If the subpoena is for a current student, the letter must be sent to the student's parent(s) at their home address. For former students, you must call the attorney listed on the subpoena to receive either the name and phone number of the attorney representing the student or the student's current address. If the attorney for the student will not release the student's information, you can address the letter to the student's attorney. Some attorneys will give a verbal "okay to release records" when you speak with them. If so, document who you talked to, and record the date and time you spoke with them. (See sample letter to the parent on page 23) If you have questions about responding to a subpoena, call the Records Management Department for assistance.

## Records Storage

- Cumulative folders for graduates and withdrawn students must be filed alphabetically by last year of attendance and stored at schools for at least four years.
- All high school student folders should include a signed transcript upon graduation. The withdrawal codes in FOCUS should match the information on the transcript.
- All withdrawn high school student folders should contain a transcript.

When you are ready to box records for storage through the 2013-2014 school year, contact the Records Management Department and they will provide you with a TERMS student list. A FOCUS report that can be run at schools to duplicate the graduate and withdrawal lists generated by TERMS will be available soon.

- Records must be stored in records retention boxes only, which are ordered from the district warehouse, item #WOS01809.
- Boxes should be packed  $\frac{3}{4}$  full to allow for access and possible future filing.
- All filing should be completed before boxing records.
- You may remove items that don't belong in the cumulative folders, but should use caution. Duplicate records may be removed also. Actual purging will be done by Records Management staff prior to records being microfilmed or scanned for permanent retention. Remember to shred all items removed from student folders.
- File the records by school year with the use of the TERMS list and the S319 screen, or by checking the enrollment screen in FOCUS.
- If an ESE student graduates, then returns to attend school until age 21, the cumulative folder should be filed with records for the last year of school attended, not the year of graduation.
- If you find cumulative folders for students that have re-enrolled, send the files to the students' current school.
- If you find cumulative folders for students from previous years that have already been sent for storage, contact the Records Management Department and send the files to them.

When using the TERMS S319 screen to determine the student's last year of attendance, make sure that you look at the *Year* date in the top right of the screen, instead of the *Wdate*. In the example on the next page, the student withdrew on September 30, 2000. This cumulative folder belongs in the **2001** school year, not 2000.

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Panel: S319. Enrollments S: 0000 Y:  
2010 R  
StdT K E S St Y Schl Gr Cl Thm Hmrm Tm Csl  
0000000 Student, Sally C  
N

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A T Ecd Edate Schl Gr Cl Thm Hmrm Tm Csl Asg-Schl P Wcd Wdate Pr DN Dis Year Y  
R E01 080400 0201 9 02 W3A 093000 N 2001

When checking in FOCUS to determine the student's last school and year of attendance, go to the enrollment screen and check the school and school year.

When you have finished boxing and indexing the records, send the white copies of the records inventory sheets to the Records Management Department. (See instruction on page 24) You will be sent bar codes to place on the boxes. As space allows, the Records Management Department collects student records of graduates and withdrawn students for storage in the Records Center. You will be contacted when pick-ups are being scheduled and will be sent a pick up authorization for your boxes.

**Permanent Retention**

Student education records are stored at the Records Center for at least five years beyond the school year listed on the inventory sheet. After that time, the cumulative folders are purged and prepared for microfilming or scanning. Florida Administrative Code designates which records must be maintained permanently (Category A) and those that can be destroyed when they have met their legal retention (Category B) prior to being filmed or scanned.

Category A records:

1. Student's full legal name (legal name changes)
2. Authenticated birth date, place of birth, race, ethnicity, and sex
3. Last known address of the student
4. Names of the student's parent(s) or guardian(s)
5. Name and location of last school attended
6. Number of days present and absent, date enrolled and date withdrawn
7. Courses taken and record of achievement, such as grades, units, or certification of competence
8. Date of graduation or date of program completion
9. Records of requests for access to and disclosure of personally identifiable information from the education records of the student as required by FERPA
10. Immunizations



Category B records:

1. Health information and health care plans (excluding immunizations)
2. Family background data
3. Standardized test scores
4. Educational and career plans
5. Honors and activities
6. Work experience reports
7. Teacher comments
8. Reports of student services or exceptional student staffing committees, including all information required by Section 1001.42(13), Florida Statutes
9. Correspondence from community agencies or private professionals
10. Driver education certificate
11. List of schools attended
12. Written agreements of corrections, deletions or expunctions as a result of meetings or hearings to amend educational records
13. Records designated for retention by the Florida Department of State in General Records Schedule GS7 for *Public Schools Pre-K - 12, Adult and Vocational/Technical*

If a student returns to our district after his/her records have been microfilmed, Records Management staff will print a copy of all records filmed and send them to the current school. A new cumulative folder must be created for that student.

At times, cumulative folders are found in storage in the Records Center for students that have returned. When these are found, they are sent to the student's school to be combined with current records. Again, each student should have only one record.

**Florida Automated System for Transferring Educational Records (F.A.S.T.E.R.)**

High schools transmit transcripts to colleges throughout the country, and to Bright Futures for seniors who are applying to colleges and for scholarships. When students call to check the status of the transmission, school staff should provide the information. Students also have a responsibility to check with their college or scholarship provider. If there is a problem, school staff should contact the Information Services Department for assistance and then call the student to update them. Do not direct these students to call Records Management or the Information Services Department. Records Management staff are not able to provide any details about the student's status and have to refer them back to their school. Do not send students to the district office to talk with one of the Data Quality Analysts, whose job does not include dealing directly with students.

## **When to Send Students/Parents to Records Management**

The Records Management Department stores education records of students that have been out of the district for at least four years. Records Management staff provide official transcripts and copies of other items to students upon request. We also have attendance registers dating back to 1887. These registers, created long before permanent record cards and cumulative folders were in use, are the only record for students that attended our schools at that time. Records Management staff respond to graduation verifications and requests from Social Security for former graduates who are dealing with issues such as returning to college, searching for employment, and preparing for retirement.

Know what records are still on-site at your school. Don't send current students to the Records Department for copies of immunizations, questions that should be addressed by guidance, changes to records (ex: to correct spelling of name, date of birth, Social Security number, etc.), or any other reason that must be dealt with by school staff. Students and parents should not have to drive from their school to the Records office, then be told they have to return to the school because the records are still stored there.

In all matters, remember to stay within the law. Our responsibility is to our students, both current and past.

## **Laws Governing Student Education Records**

- Family Educational Rights and Privacy Act (FERPA) / also known as The Buckley Amendment of 1974
  - 20 U.S.C 1232(g)
  - 34 C.F.R. Part 99
- Every Student Succeeds Act (ESSA) of 2015
- No Child Left Behind Act of 2001 (NCLB) - Replaced by ESSA
- State Board Rule – Florida Administrative Code 6A-1.0955
- Florida Statute 1002.22
- School Board Rules 5.70\*+, 5.71+, and 5.711+

## **Contact Information**

### **For questions concerning records or forms issues:**

Records Management Department 407-870-4605 or x 67103 or [records@osceola.k12.fl.us](mailto:records@osceola.k12.fl.us)

DeAnn Miller, Supervisor

Raquel Rios, Records Clerk III

Reina Murphy, Records Clerk II

Morgan Woodell, Records Clerk I

**For questions concerning guidance issues including scheduling and graduation requirements:**

Sara Schumacher, Coordinator of Guidance Services 407-870-4841 or x 65266

**For other issues regarding active students including registration, out-of-zone, health services, and discipline contact:**

Student Services Department 407-870-4897 or x 65550

## CHAPTER 5.00 – STUDENTS

### LEGAL NAME OF STUDENT

**5.72**

When a parent, as defined by Florida Statutes, or any other person seeks to enroll a student under a name other than the legal name, or seeks to change the name of a student already enrolled, the parent or other person shall be informed that the name of the student as recorded on the birth certificate or other supporting evidence, as provided by law, will be used on all official records until such time as a final court order verifying a legal change is received.

**STATUTORY AUTHORITY:** 1001.41, 1001.42, F.S.

**LAW(S) IMPLEMENTED:** 1000.21, 1001.43, 1003.21, F.S.

**HISTORY:** REVISION(S): 02/05/08  
FORMERLY: NEW

**THE SCHOOL DISTRICT OF OSCEOLA COUNTY, FLORIDA**

**RECORDS ACCESS/DISCLOSURE LOG**

**Student Name:** \_\_\_\_\_ **ID#:** \_\_\_\_\_

DATE	NAME of INDIVIDUAL REVIEWING RECORDS	PURPOSE

**THE SCHOOL DISTRICT OF OSCEOLA COUNTY, FLORIDA**  
**TRANSCRIPT / STUDENT RECORDS REQUEST**

*Please Print Clearly – Must Provide Current Photo ID*

Current Last Name of Student _____	First Name _____	M. _____	Other Name Used in School _____
Date of Birth _____	Student ID Number _____	Social Security Number (Optional) _____ ( ) _____	
Current Address _____	City _____	State _____	Zip _____ Phone Number _____
School _____	Date of Graduation _____	or Last Date of Attendance _____	

***Records Requested:***

Official Transcript \_\_\_\_\_ Unofficial Transcript \_\_\_\_\_ Immunizations \_\_\_\_\_  
Exceptional Education Records \_\_\_\_\_ Other \_\_\_\_\_

***Send Records To: College/University/School***

Name \_\_\_\_\_

Address \_\_\_\_\_

Fax Number \_\_\_\_\_ *(Faxed records are unofficial only)*

Name \_\_\_\_\_

Address \_\_\_\_\_

Fax Number \_\_\_\_\_ *(Faxed records are unofficial only)*

Number of Copies Requested \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

*Please allow five (5) business days for processing after receipt of transcript/student records request.*

**School Use Only**

Date Request Received \_\_\_\_\_

Date Records: Picked Up \_\_\_\_\_ Mailed \_\_\_\_\_ Faxed \_\_\_\_\_

Sent Electronically \_\_\_\_\_

ID Verified by Driver License \_\_\_\_\_ Passport \_\_\_\_\_ Other \_\_\_\_\_ *(Type)*

The School District of Osceola County, Florida

Copy Fees Guidelines

Based on the Federal Educational Rights and Privacy Act (FERPA) 34 CFR Part 99.11,  
Florida Statute 119.07, and School Board Rule 3.51

May charge

Fees:

Up to 15¢ for a one-sided page

Up to 20¢ for a double-sided page

Up to \$1 for a certified copy

All others - actual cost of duplication (for example, the cost of a CD is currently \$1.88)

There is no fee for sending records electronically unless extensive use of agency resources is involved. There is no fee for sending transcripts via FASTER.

For extensive use of agency resources -

Clerical or supervisory personnel or information technology resources, or both (can include time for computer programmers and supervision during inspection and/or photographing)

After 30 minutes, charge salary + benefits for time of personnel providing the services (must be the lowest paid individual capable of providing the necessary service)

Mailing fees - certified, return receipt

Payment may be requested before making copies -

Request payment before making copies if amount is over \$10.00

**All records must remain on District property when copied, inspected, or photographed**

**THE SCHOOL DISTRICT OF OSCEOLA COUNTY, FLORIDA**  
**PUBLIC NOTICE REGARDING STUDENT RECORDS**

**PURPOSE**

The School District of Osceola County maintains educational records on each student for the purpose of planning instructional programs, for the guidance of students, for the preparation of State and Federal reports and for research. Student records are for the educational benefit of the student, and information recorded and maintained is in keeping with the best educational interest of the student. School records are kept in accordance with Florida Statutes, State Board of Education Regulations, the Federal Family Educational Rights and Privacy Act (FERPA) of 1974 and policies adopted by the School District. A copy of School Board policy, 5.70 Student Records, is available at any school and at the District office.

**WHO HAS ACCESS TO STUDENT RECORDS?**

Those persons having access to student records generally are school officials with legitimate educational interests – persons employed by the school district as an administrator, supervisor, instructor, or support staff, members of the School Board, the Superintendent and his/her staff, parents/guardians of the student, a court of competent jurisdiction through court order or subpoena, those persons the parent/guardian may authorize in writing, and those individuals and/or organizations identified in Florida Statutes 1002.22. Legitimate educational interests include review of education records in order for a school official to fulfill his or her professional responsibility. The school shall presume that either parent of any student has the right to inspect and review the education records of the minor student unless the school has been provided with evidence that there is a court order governing this matter which provides the contrary. Student Records are maintained under the direction of the principal in each school and access to them will be provided during the normal business hours of the school.

**WHAT INFORMATION IS IN A STUDENT'S RECORD?**

Educational records are maintained in accordance with the School District of Osceola County School Board Rules and contain identifying data such as student name, parent/guardian name, address, birth date, sex, race, academic records and dates of completion, standardized test results, attendance and health data. Records may also include family background information, anecdotal records of teachers/counselors, standardized testing information, educational and vocational plans, records of extracurricular participation, participation in special programs such as Exceptional Student Education and records related to such programs. The principal shall maintain a separate file for students involved in misconduct to include, but not limited to, description of misconduct, suspension/expulsion notice(s) and record of disciplinary actions(s) taken.

**WHAT ARE THE RIGHTS OF A PARENT?**

Parents, legal guardians or eligible adult students have the right to access records maintained on their child, the right of waiver of access, a right to a copy at prescribed cost, the right to challenge information contained in the record and to a hearing, and the right of privacy. Transfer, disclosure, or release of student records require prior written consent, signed and dated, from the parent, legal guardian or adult student, except as outlined in Florida Statute 1002.22, School Board Rules and this document. Upon request, the School District of Osceola County will forward education records without consent to other educational institutions in which the student seeks or intends to enroll. A parent/guardian who wishes to review his/her child's records or an adult student that wishes to review his/her own records should make an appointment with the principal or school counselor. School personnel are available to interpret student record information. All such requests will be honored by school officials as soon as possible and it is required requests be honored within 30 days. Parents have the right to file a complaint with the U.S. Department of Education concerning alleged failures by the school to comply with the requirements of FERPA – Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, DC 20202.

**WHAT INFORMATION IS RELEASED WITHOUT PARENT/GUARDIAN OR ADULT STUDENT PERMISSION?**

The School District of Osceola County has designated the following categories of information as "Directory Information" and reserves the right to publish and release to outside organizations, if it elects to do so, such "Directory Information" without specific notification to, nor prior permission of the parent/guardian or adult student as per Florida Statutes 1002.22. Directory information may be released to outside organizations, which may include but are not limited to, appropriate local, state, and federal agencies, including military recruiters (upon request), and for approved school activities such as yearbooks, athletic programs, graduation lists/events/programs and to companies that manufacture class rings.

Student's name, address, listed telephone number, date and place of birth, participation in school sponsored activities and sports, weight and height of members of athletic teams, dates of attendance, degrees, and awards received, and the most recent previous educational agency or institution attended by the student.

The parent/guardian may refuse to permit the release of any or all of the above categories of directory information with respect to their child, by notifying the principal in writing, within ten (10) calendar days after receiving this Public Notice, that any or all of the information designated should not be released. **Such requests must be submitted annually.**

In cases of child abuse, school officials are authorized and mandated by Florida Statutes to report same to the Department of Children and Families and to provide them with the necessary information to pursue such complaints.

Please contact your school principal, guidance counselor, the Department of Student Services, or the Exceptional Student Education Department at the Administrative Center if you have further questions regarding student records.

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I do not want my child's directory information released as described above. School Year: \_\_\_\_\_

Student Name: \_\_\_\_\_ School: \_\_\_\_\_ Grade: \_\_\_\_\_

Parent Name: \_\_\_\_\_ Parent Signature: \_\_\_\_\_

**Failure to return this signed form or otherwise notify the principal shall be deemed a waiver of right to preclude release of directory information.**



# THE SCHOOL DISTRICT OF OSCEOLA COUNTY, FLORIDA

817 Bill Beck Boulevard • Kissimmee • Florida 34744-4492  
Phone: 407-870-4600 • Fax: 407-870-4010 • [www.osceola.k12.fl.us](http://www.osceola.k12.fl.us)



**VIA CERTIFIED MAIL  
RETURN RECEIPT REQUESTED**

(Date)

(Parent/Guardian Name)  
(Address)  
(City, State, Zip Code)

RE: (Type of Subpoena, Case No. - enter as it appears on the subpoena)  
(Student Name; DOB: SSN)

Dear (Parent/Guardian Name):

We have received the enclosed subpoena requesting the release of your (son's/daughter's) student education records. According to the Family Educational Rights and Privacy Act, each student has a right of privacy with respect to personally identifiable information. Student records may be released in compliance with a subpoena issued by a court of competent jurisdiction only after an attempt has been made to notify the parent or student prior to releasing records.

Please be advised that we will be releasing the requested information on or before (Date). In the event you wish to protest the release of the information requested, you should immediately retain legal counsel. Please be advised that pro bono (free or low cost) legal services may be available in Osceola County from Community Legal Services of Mid Florida at 1-800-405-1417.

It is the policy of the Osceola County School Board to protect the privacy interests of its students. If I can be of further assistance regarding this matter, please feel free to contact me at (Phone Number).

Sincerely,

(Administrator Name)  
(Administrator Title)

Enclosure (Enclose copy of subpoena)

C: (Name of attorney listed on subpoena), Esquire

**PREPARING INACTIVE STUDENT RECORDS FOR RECORDS CENTER STORAGE  
USING A TERMS LIST FOR "STUDENT RECORDS INDEX"**

The TERMS printout will be your master "Student Records Index" providing a list of all the student records that should be in your boxes for that year. When you receive your printout:

1. Compare files against printout. If necessary, use black ink when making changes to list.
2. The printout lists students who have withdrawn or graduated BEFORE the August beginning date of the next school year. Therefore, file "summer" withdrawals/graduates (ex.: before 08/07/15) in the school year to which they pertain (2014-2015). File withdrawals/graduates AFTER the start of the school year (ex. after 08/07/15) with 2015-2016 records.

Solutions to common issues:

- a. Name not on list
    - Add information to printout
  - b. Name on list twice
    - Leave each entry on list "as is"
  - c. Name on withdrawal list but no file
    - Student may have withdrawn from your school and re-enrolled later at a different school, so file is at that school
    - Cross name off list and write **NF** at the beginning of the student's name line (NF = no file)
  - d. Name not on graduate list, but student is a verified graduate of that year
    - Check TERMS or FOCUS to determine why student doesn't show on list. If possible, make corrections or contact one of the Data Quality Analysts for assistance. Place file in alphabetical order in box, add ALL information on that student to graduate list.
  - e. Name not on withdrawal list because student enrolled in program that doesn't request entire cumulative folder (ex. ALCO) so you have file
    - Place file in alphabetical order in box, add ALL information on student to withdrawal list
3. When you begin a new box, draw a line between the names and write in new box #. DO NOT CUT LISTS!! Place entire alphabetical list in the front of the first file, in the first box.
  4. DO NOT OVERSTUFF BOXES! Please leave room for future filing.
  5. Complete a "Records Inventory" form for each box. SAMPLE BELOW. Immediately send white copy to Records. Yellow copy goes to the school Records Contact. Place ALL other NCR copies in pocket and stick pocket under handle of box.
  6. You will be contacted by the Records Department when they are ready to pick up your boxes.

**THE SCHOOL DISTRICT OF OSCEOLA COUNTY, FLORIDA  
RECORDS INVENTORY**

PLEASE PRINT - Complete below, after referring to the Records Management Manual, with State General Records Schedules: Book types GS7, GS1-L, SDOC and Item #'s.

**BOX # 12344**

FACILITY #: Your Facility		SCHOOL or DEPT. NAME: Your Facility Name			RECORDS INVENTORIED BY STAFF: Your Name			Date
					First Name		Last Name	Date
BOOK TYPE GS7 GS1-L SDOC	BOOK ITEM #	RECORDS TITLE(S)	O-Orig. D-Dup.	KEEP # yrs	SCHOOL YEAR/DATE RECORDS BEGIN Month / Day / Year	SCHOOL YEAR/DATE RECORDS END Month / Day / Year	RM USE	
GS7	90A	Student Education Records - Cumulative Folders	O	P	2015	2016		
		Graduates / or Withdrawals						
		Student Last Name, First Name						
		through						
		Student Last Name, First Name						
RECORDS USE ONLY			DB in		DB out			
_____ / _____ / _____ Rec'd _____ / _____ / _____			Date _____ / _____ / _____ Int.		Date _____ / _____ / _____ Int.			

White: Send to Records Dept upon completion    Yellow: Dept/school Records Contact file    Pink/Gold: Box Pocket    An Equal Opportunity Agency    FC-260-0786 (Rev.09/17/15)